



Migrant Operations Community of Interest (COI)

Presented to: DOD COI Forum

Presented by: Natalie Lui Duncan, DHS, U.S. Citizenship & Immigration Services

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The Central Problem

- **Homeland Security Task Force Southeast - Operation Vigilant Sentry (a DHS-led initiative) does not currently have a reliable way of providing adequate information to the public and to migrant relatives regarding migrant status, which can be a catastrophic deficiency in a Cuban mass migration scenario.**



Migrant Operations Community of Interest

- **Purpose:**
 - **Share accurate and current identity and location information about migrants among U.S. government organizations responsible for migrant operations as soon as possible after interdiction whether on land or at sea**
 - **Guide the implementation of an information-sharing approach that will scale to meet the demands of a sudden influx of migrants**
- **Method: Formed a Community of Interest (COI) to promote information sharing between USCIS and partner agencies, and secured agreement from the partners to move forward with implementing the USCIS-proposed solution**



Membership

▪ **Core Team:**

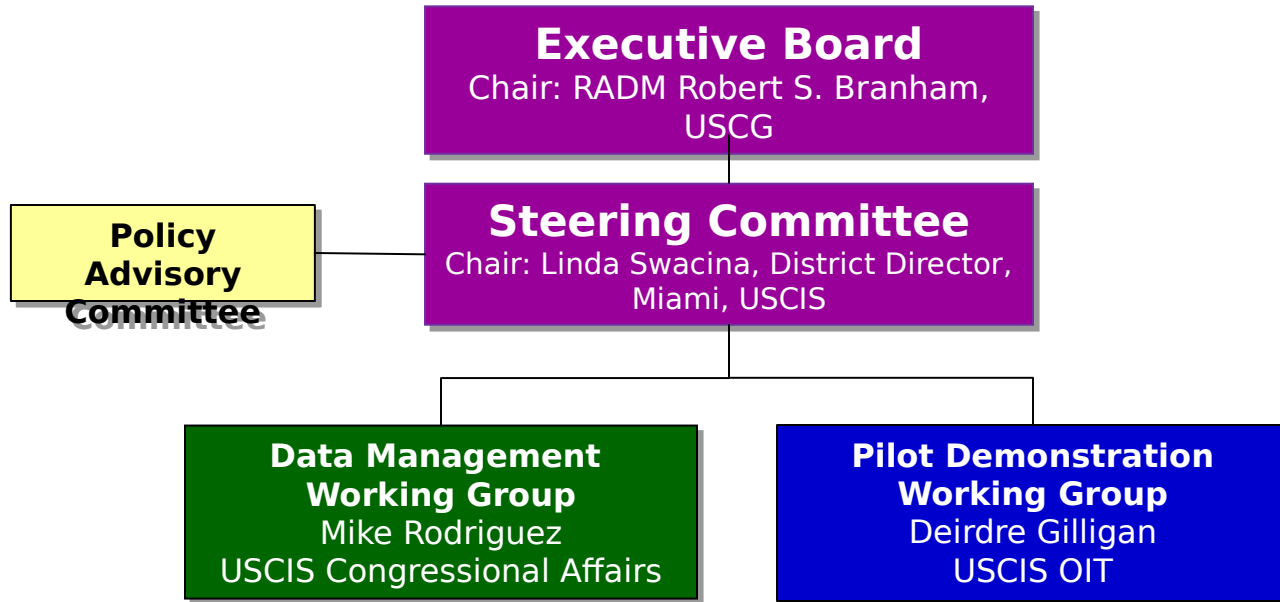
- U.S. Citizenship and Immigration Services
- Customs and Border Protection
- Immigration and Customs Enforcement

▪ **Extended Team:**

- Joint Task Force, Guantanamo
- U.S. Coast Guard
- US Navy
- U.S. Southern Command
- Dept. of State
- International Organization for Migration



Governance Structure



Pilot Objective

- **Expose data to call center operators about identity and location of migrants in U.S. custody who have provided permission for the release of their information**



Pilot Scope

	Phase 1	Phase 2		
Scope	Access migrant biographical data captured at GTMO and stored in the ENFORCE system.	Work with the interagency to capture migrant biographical data at the point of interdiction (i.e., on the Coast Guard cutters).		
Data Sources	<ul style="list-style-type: none"> • IDENT, ENFORCE, MITS (Migrant Information Tracking System) 	<ul style="list-style-type: none"> • IDENT, ENFORCE, MITS, US Visit (?), ProGres 		
Value-added services	Basic access to migrant biographical data.	Earlier access to data in a high-tempo operation with greater urgency of demand.		
Network	ICE	ICE		
Exercise/Venue Organizations	A joint exercise is a suitable	TBD		
Phase 2: Primary				
<table border="1"> <tr> <td style="vertical-align: top;"> <p>Phase 1: Primary</p> <ul style="list-style-type: none"> • USCIS • CBP • ICE </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • JTF-GTMO • USCG • US Navy • USSOUTHCOM • Dept. of State • IOM </td> </tr> </table>			<p>Phase 1: Primary</p> <ul style="list-style-type: none"> • USCIS • CBP • ICE 	<ul style="list-style-type: none"> • JTF-GTMO • USCG • US Navy • USSOUTHCOM • Dept. of State • IOM
<p>Phase 1: Primary</p> <ul style="list-style-type: none"> • USCIS • CBP • ICE 	<ul style="list-style-type: none"> • JTF-GTMO • USCG • US Navy • USSOUTHCOM • Dept. of State • IOM 			



Phase 1—Timeline

ID	Task Name	Month 1					Month 2					Month 3					Month 4				Month 5				Month 6	
		W1	W2	W3	W4	W5	W1	W2	W3	W4	W5	W1	W2	W3	W4	W5	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2
1	Project Organization	[Gantt bar spanning Weeks 1-5 of Month 1]																								
2	Initial project meeting	[Start marker at Week 1, Month 1]																								
3	Project Initiation	[Gantt bar in Week 4, Month 1]																								
4	Kick-off	[Gantt bar in Week 4, Month 1]																								
5	Development	[Gantt bar spanning Weeks 4-5 of Month 1 through Week 4 of Month 5]																								
6	Establish Configuration Management	[Gantt bar in Week 4, Month 1]																								
7	Analysis, Requirements, Design	[Gantt bar spanning Weeks 4-5 of Month 1]																								
8	ENFORCE Schema/Data Service	[Gantt bar spanning Weeks 1-5 of Month 2]																								
9	IDENT Schema/Data Service	[Gantt bar spanning Weeks 1-5 of Month 2]																								
10	ProGres Schema/Data Service	[Gantt bar spanning Weeks 1-5 of Month 2]																								
11	US-VISIT Schema/Data Service	[Gantt bar spanning Weeks 1-5 of Month 2]																								
12	Infrastructure Preparation	[Gantt bar spanning Weeks 1-5 of Month 3]																								
13	Web Service Development & Unit Testing	[Gantt bar spanning Weeks 1-5 of Month 3]																								
14	Develop Call Center Pilot Capability	[Gantt bar spanning Weeks 1-5 of Month 4]																								
15	Integration Testing	[Gantt bar spanning Weeks 1-5 of Month 5]																								
16	C&A	[Gantt bar spanning Weeks 1-5 of Month 5]																								
17	Secure Network Deployment	[Gantt bar in Week 4, Month 6]																								



Actions Taken

- **Briefed Admiral Branham on August 6th**

- **ICE, CBP, USCIS, and the broader interagency community have designated appropriate personnel who have committed time to:**
 - Define business requirements
 - Translate business requirements into IT requirements
 - Secure authorization to share data points with USCIS
 - Solutions development

- **Admiral Branham has signed and distributed an official memorandum dated Sept 17th directing participation from those identified by their respective components**



Status & Next Steps

- The Data Management Working Group Lead, with the assistance of Oma Cox and the DoD CIO team, identified business requirements, and proposed them to the COI members at his initial working group session
- Overall, the session, attended by 23 interagency participants, was well received
- Members of the working group collaborated in-person and offline with the Lead to fine-tune the requirements
- The requirements have been sent to the COI for final validation
- Once validated, the Pilot Demonstration Working Group will initiate solutions development based on the requirements submitted



Comments from the Data Management Working Group Lead

“The COI approach has helped us build bridges with our interagency partners to get an important mission accomplished. The introduction of the COI has enabled USCIS to develop a pinpointed solution to meet our needs. It has streamlined what could have been a lengthy, multi-million dollar process. Thanks to assistance of Oma Cox and the DOD CIO team, the COI approach has ignited spirited discussions, enabling USCIS to reach rapid agreement with our partners on the business requirements.”

Mike E. Rodriguez
Office of Congressional Relations



How Do We Measure Success?

	Goal	Measure
Reliability	Data must be current and accurate.	
Performance	Support for high-volume production use in multiple scenarios.	<ul style="list-style-type: none"> • Time between initial contact with migrant and availability of status on the net • Amount of analyst/call center time necessary to locate individual migrant status
Accessibility	Access to migrant information any time and from any location.	<ul style="list-style-type: none"> • Time required to make the information available to people other than call center reps and at other locations.
Flexibility	Accommodate expansion/contraction in scope in the event that an Executive Order issued in response to an emergency.	<ul style="list-style-type: none"> • Time required to expand availability of information to a larger community.
Usability	Simple, requiring minimal training and a minimum of passwords or other complexities/credentials.	<ul style="list-style-type: none"> • Time required to gain access to information. • Number of credentials required. • Time to gain proficiency.
Comprehensiveness	Can pull data from all sources where data currently resides.	<ul style="list-style-type: none"> • Time to create custom reports based on the shared data.



Backup Slides



COI Governance Structure

Executive Board:

Chair: RADM Robert (Steve) Branham, USCG

Tom Paar, Chief of Staff, USCIS
Nicholas Smith, Chief of Staff, ICE
Thad Bingel, Chief of Staff, CBP

Steering Committee:

Chair: Linda Swacina, District Director, Miami, USCIS

Core Team:

Mike Scully, Chief of Staff, HSTF-SE
Natalie Lui Duncan, USCIS
Mike Rozos, FOD, Miami, ICE DRO
Anthony Mangione, ICE OI, Special Agent in Charge, Miami
John Beutlich, CBP/AMO, Director, Miami Beach
Harold Woodward, CBP OFO, Director, Field Ops, Miami

Extended Team:

Toby Morrison, SouthCom Interagency Working Group Lead
Carlos Andrade, SouthCom Interagency Working Group IT Lead

- Executive Board has final decision-making responsibility with regard to scope, schedule, and resources for responding to an identified operational problem.
- The Steering Committee has delegated decision-making authority about project operation and technology and makes recommendations to the board.



Data Management Working Group

Steering Committee:

Chair: Linda Swacina, District Director,
Miami, USCIS

Data Management Working Group

Mike Rodriguez, USCIS
Congressional Affairs

Core Members:

Patrick Lujan, USCIS

Ray Bado, ICE

Daniel Alonso, USCIS OIT
Chris Dombeck, CBP - D.C.
headquarters

Jack Garofano, CBP - Miami
Mariela Melero, USCIS Senior
Counselor to the Director

- The Data Management Working Group will focus on a specific problem area and develop a shared vocabulary and accompanying information exchange schema which will allow information sharing to occur within the problem area (in accordance with the Net-Centric Data Strategy)



Pilot Working Group

Steering Committee:

Chair: Linda Swacina, District Director,
Miami, USCIS

Pilot Demonstration Working Group

Deirdre Gilligan, USCIS OIT

Michael Torres, USCIS OIT
Adrian Monza, USCIS OIT EA Support
YT Hsu, USCIS OIT Data Architecture Support
Daniel Alonso, USCIS OIT
Manpreet Dhanjal, USCIS OIT
Mike Rodriguez, USCIS Congressional Affairs
Dave Pacheco, USCIS ICS
Rosa Urquiola, USCIS RAIO
Frank Cassidy, USCIS FDNS, Miami
Chris Dombeck, CBP - D.C. headquarters
Jack Garofano, CBP - Miami
Ray Bado, ICE
Vicki Allen-McCoy, ICE OCIO
Sal Flores, CBP OCIO

- The Pilot Demonstration Working Group will develop and follow an implementation process that:
 - Demonstrates and delivers an information sharing capability specific to the problem area
 - Utilizes web service technologies and the COI shared vocabulary and information exchange schema
 - Leverages core enterprise services (such as Security, Content Discovery, and Messaging) to assist with making information visible, accessible, and understandable to all authorized users in



Policy Advisory Committee



- The Policy Advisory Committee will:
 - Provide guidance with respect to policies, treaties, laws, etc. that must be adhered to when sharing information across specific organizational boundaries
 - Propose alternative information sharing approaches that allow the COI to continue to meet its objectives when conflicts arise with specific policies, treaties, laws, etc.



Migrant Operations Call Center Information Flow

